

# AA

## Business Resource Centre

0800 085 3867  
[www.cardpayaa.com](http://www.cardpayaa.com)



Card  
Pay

AA

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## 1. Welcome

Thank you for choosing Card Pay from the AA. We value your business and are fully committed to making card acceptance easy for you and your customers. In this guide you will find information about our online reporting portal - Business Resource Centre (BRC) - that will help you manage the reporting and admin side of your card payments.

## 2. Accessing the BRC

In order to access your information via the BRC the first step is to create a Username and Password. On successfully signing up to Card Pay you will receive a welcome email (sample below) from our customer support team. This email will provide details of your **Customer Number**. You need your Customer Number and the last 4 digits of your Bank Account (provided on your merchant application) in order to create an account on the BRC.

### Welcome and thank you for choosing Card Pay from AA.

One of the many benefits of choosing Card Pay from AA for your payment acceptance needs is our Business Resource Centre (BRC). This is your online portal that holds all the necessary information to your account, including daily transaction details, electronic statements and monthly account billing. You can access the BRC portal through a link from our web site

Please visit the portal right away to set up your customer profile and to directly add the link to your bookmarks for easy access:  
<https://portal.cardpayaa.com/business>

To login in for the first time click on the "Create an account" link and enter your account number: GB0000000021538 and the last 4 digits of the Bank Account provided on your Payment Acceptance Agreement.

In order to protect your business from the threat of card fraud each Card Pay from AA customer may be requested to attest, or certify, their PCI DSS compliance on an annual basis. PCI DSS is an information security standard for all businesses that handle credit and debit cards from the major card schemes. Annual certification is a simple process that involves 3 elements to be completed via our PCI DSS web portal:

1. Complete your PCI profile
2. Complete self-assessment questionnaire
3. Attest your compliance

The set up of your account and the way that you accept cards for your business will be assessed in order to determine your PCI DSS obligations. If you are required to actively participate in the programme, you will be contacted via email in the coming weeks to introduce you to our 'Simple PCI DSS' program and web portal. The service is run in conjunction with Sysnet Global Solutions. Should you experience any difficulty with any aspect of the PCI process please do not hesitate to contact us.

We are looking forward to supporting your business!

Yours sincerely,

Customer Support

To create the BRC account you need to go to the following URL <https://portal.cardpayaa.com/business/> and select the link

> [Create an account.](#)



### Business Resource Centre

Email or username

Password

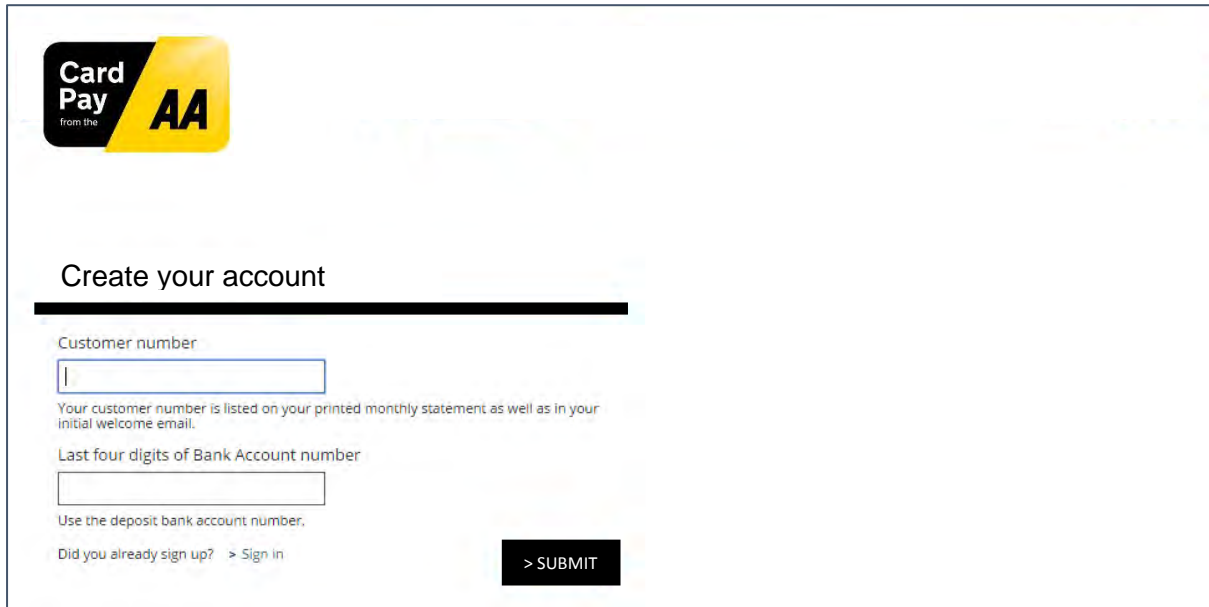
Keep me signed in all day

> SIGN IN

Did you forget your password? > Reset it

New user? > [Create an account](#)

This will bring up the **Create Your Account** page where you must enter your Customer Number and the last 4 digits of your Bank Account in order to create your BRC logon credentials i.e. Username and Password. (Note: For password resets or other BRC support queries contact the Card Pay from the AA support team)



When you go to the URL <https://portal.cardpayaa.com/business/> the next time you simply enter this Username and Password to logon to the BRC. Bookmark this link on your PC so you can return to the site quickly and easily.



There are 6 links within the BRC which will now be described in turn.

### 3. Customer Summary

Once logged in to the BRC the initial home page provides a summary of the customer information. This includes 3 sub sections:

- **Customer Details** incl. address and contact information that BOIPA have on file
- **Financial Details** incl. account details on file for debiting and crediting funds
- Details of the **Products and Services** incl. pricing details and contract term



## Customer Summary

You are currently viewing account information for:

IE0000

> View Full Contract

### Customer details

Customer Business Name	[REDACTED] d	Trading as	[REDACTED]
Registered Address	[REDACTED] [REDACTED] [REDACTED]	Primary Trading Address	[REDACTED] [REDACTED] [REDACTED]
Contact	[REDACTED]	Business VAT ID	[REDACTED]
Contact Tel No.	[REDACTED]	Business website	[REDACTED]
Email	[REDACTED]		
Beneficial Owner	[REDACTED]	Title	Director

Within this section you can also select the account details you wish to view should your primary account be linked to others. You can also download and view a PDF version of your full Card Pay contract.

### Financial Details

Your credit account will be used for all credits and settlement payments owing to you. Charges will be made to your debit account in accordance with your approved payment instruction.

#### Business Credit Account

Bank Name	Bank of Ireland	Payment Method	Gross
IBAN	[REDACTED]	BIC	[REDACTED]
Currency	[REDACTED]		

#### Business Debit Account

Bank Name	Bank of Ireland	Debit Payment Method	Direct Debit
IBAN	[REDACTED]	BIC	[REDACTED]
Currency	[REDACTED]	Chargeback Debits	Standard

#### Your Products and Services

This agreement is for all your products and services from Bank of Ireland Payment Acceptance for debit or credit payments through

Pricing Plan	Tailor Made 7 (Ready Made Workaround)
Security	Card Not Present Enabled
Card Schemes	Visa, Mastercard & Maestro
Terminal Agreement minimum Term	18 Months

## 4. Transactions

The Transactions Tab allows you to search through your transactions. There are 2 options:

1. Search by a particular day using the date format DD/MM/YYYY
2. Search by a transaction reference number

Should you also have multiple outlets within an account you can also select the appropriate outlet ID.

The search result can then be easily printed or exported in either Excel or CSV format.

Date	Amount	MSC Amount	Card Number	Unique Transaction Reference	Card Brand	Charge Type	Transaction Reference Number
15/12/2015 10:17:09	€200.00	€0.16	[REDACTED]		Visa	Sale Transaction	[REDACTED]
15/12/2015 12:17:39	€403.00	€0.16	[REDACTED]		Visa	Sale Transaction	[REDACTED]
15/12/2015 15:01:22	€64.65	€1.10	[REDACTED]		Visa	Sale Transaction	[REDACTED]
15/12/2015 14:34:35	€425.00	€3.19	[REDACTED]		Visa	Sale Transaction	[REDACTED]
15/12/2015 14:43:32	€500.00	€0.25	[REDACTED]		Visa	Sale Transaction	[REDACTED]
15/12/2015 12:32:57	€1,475.00	€0.16	[REDACTED]		Visa	Sale Transaction	[REDACTED]
15/12/2015 16:04:51	€65.00	€0.98	[REDACTED]		Visa	Sale Transaction	[REDACTED]
15/12/2015 16:43:59	€49.00	€0.16	[REDACTED]		Visa	Sale Transaction	[REDACTED]
15/12/2015 13:11:40	€238.00	€2.26	[REDACTED]		MasterCard	Sale Transaction	[REDACTED]
15/12/2015 10:28:42	€175.00	€0.16	[REDACTED]		Visa	Sale Transaction	[REDACTED]

## 5. Reports

The Report Tab allows you to review multiple transactions within a specific data range. The **maximum date range is 31 days** and the search range must be completed using the date format DD/MM/YYYY.

Card Pay AA

HOME | TRANSACTIONS | **REPORTS** | CHARGEBACKS | STATEMENTS & INVOICES | SUPPORT | FAQs | SIGN OUT

### Reports

Customer ID  
IEC

Select report:  
Detailed Transaction Reconciliation

Select date range:

> Generate Report

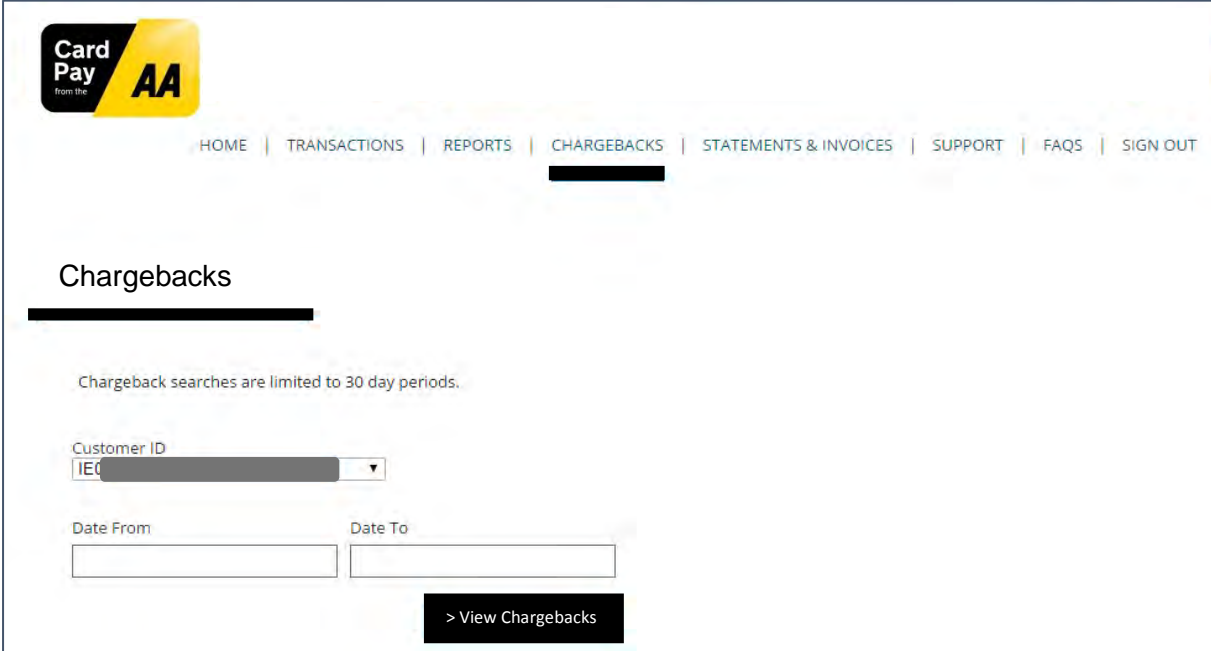
\* Please note that Interchange related data may not be available until two days after a transaction occurs

The report will be exported to Excel and will display the following fields.

TransactionID
OutletID
TerminalID
Date
Type
Amount
MSCAmount
InterchangeAmount
CardNumber
UniqueTransactionReference
CardBrand
CardBrandDesc
ChargeType
TypeId
ChargeDesc
CardType
Product
Region
TransactionReferenceNumber
TransactionID

## 6. Chargebacks

The Chargebacks Tab allows you to review details of any chargebacks within a specific data range. The **maximum date range is 30 days** and the search range must be completed using the date format DD/MM/YYYY.



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HOME | TRANSACTIONS | REPORTS | CHARGEBACKS | STATEMENTS & INVOICES | SUPPORT | FAQs | SIGN OUT

### Chargebacks

Chargeback searches are limited to 30 day periods.

Customer ID  
IEC [REDACTED] ▼


Date From [ ] Date To [ ]

> View Chargebacks

## 7. Statements and Invoices

This Tab provides Statements and Invoices history for the last 3 reporting periods.

**Note:** We recommend that all merchants save copies of their historical statements & invoices in a secure location for future reference.



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HOME | TRANSACTIONS | REPORTS | CHARGEBACKS | STATEMENTS & INVOICES | SUPPORT | FAQs | SIGN OUT

### Statements & Invoices

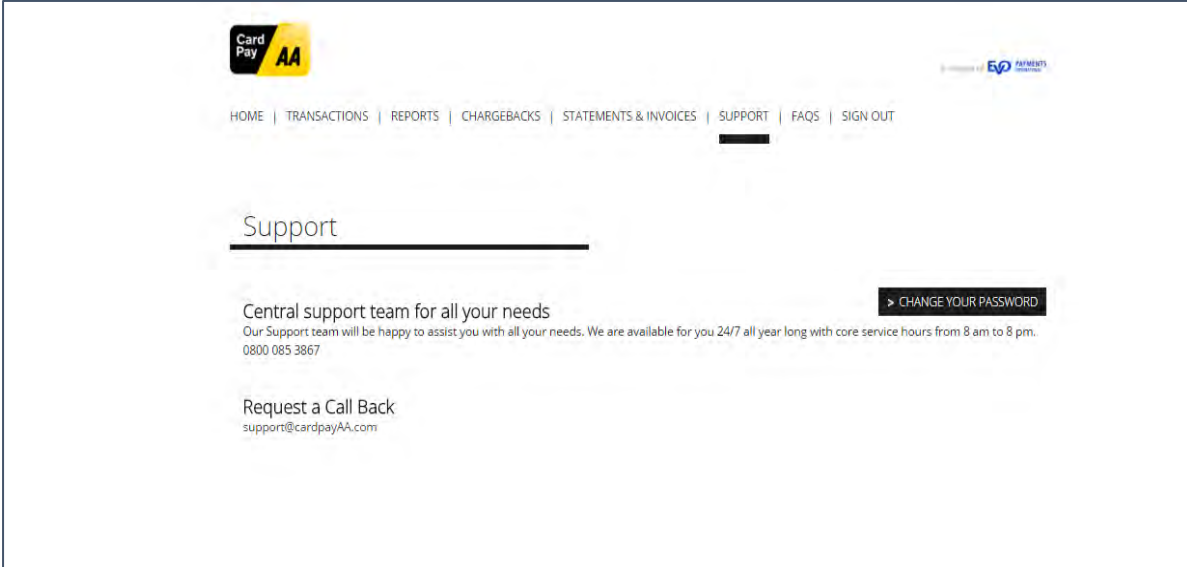
You are currently viewing statements for IEC [REDACTED] ▼

Statements	Invoices
> December 2015	> IE000000000 [REDACTED] 34 (December 2015)
> November 2015	> IE000000000 [REDACTED] 34 (November 2015)
> October 2015	> IE000000000 [REDACTED] 34 (October 2015)



## 8. Support

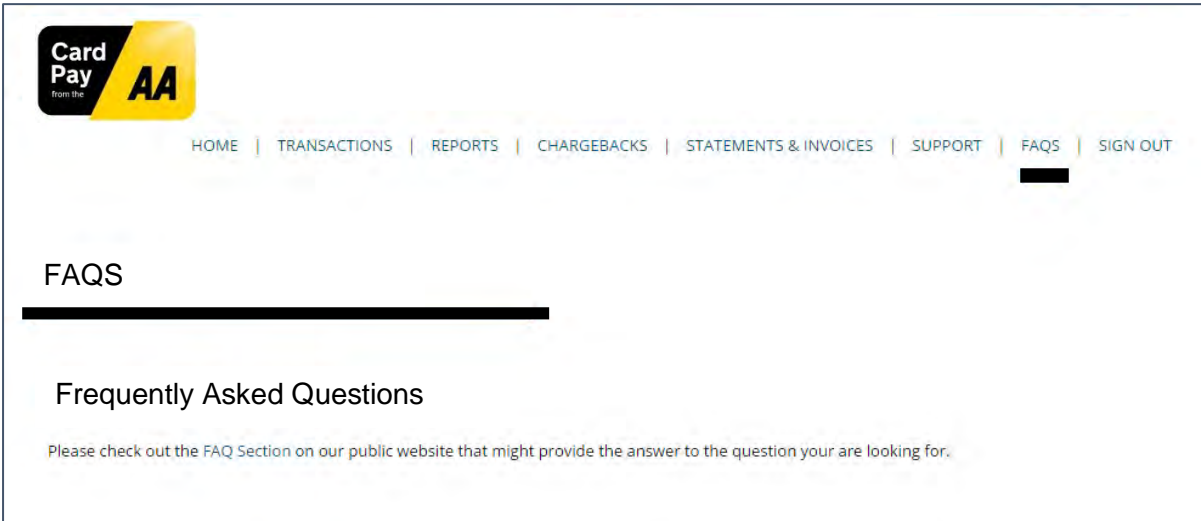
The Support Tab provides details of the Card Pay customer support number **0800 085 3867** and email address [support@cardpayaa.com](mailto:support@cardpayaa.com).



The screenshot shows the Card Pay AA Support page. At the top left is the Card Pay AA logo. To the right is the EVO PAYMENTS logo. Below the logo is a navigation menu with links: HOME | TRANSACTIONS | REPORTS | CHARGEBACKS | STATEMENTS & INVOICES | SUPPORT | FAQs | SIGN OUT. The 'SUPPORT' link is highlighted with a black bar. Below the navigation menu is the heading 'Support' with a horizontal line underneath. The main content area contains the text: 'Central support team for all your needs', 'Our Support team will be happy to assist you with all your needs. We are available for you 24/7 all year long with core service hours from 8 am to 8 pm. 0800 085 3867', and 'Request a Call Back' with the email address 'support@cardpayAA.com'. On the right side of the main content area, there is a button that says '> CHANGE YOUR PASSWORD'.

## 9. FAQs

This Tab provides a link to the BOIPA web site ([www.CardPayAA.com](http://www.CardPayAA.com)) where some customer FAQs are listed. For more detailed information please refer to your Customer Operating Instructions.



The screenshot shows the Card Pay AA FAQs page. At the top left is the Card Pay AA logo. To the right is the EVO PAYMENTS logo. Below the logo is a navigation menu with links: HOME | TRANSACTIONS | REPORTS | CHARGEBACKS | STATEMENTS & INVOICES | SUPPORT | FAQs | SIGN OUT. The 'FAQS' link is highlighted with a black bar. Below the navigation menu is the heading 'FAQS' with a horizontal line underneath. The main content area contains the text: 'Frequently Asked Questions' and 'Please check out the FAQ Section on our public website that might provide the answer to the question you are looking for.'



## SERVICE AREA

FRAUD PREVENTION

RISK AND COMPLIANCE

YOUR TERMINALS

FREQUENTLY ASKED QUESTIONS

## Frequently asked questions

Here we have answered the questions most frequently asked by our customers. If your question isn't listed, or if you want more information, simply get in touch with our support team.

WHEN WILL MY TRANSACTIONS BE FUNDED TO MY CURRENT ACCOUNT? ▼

WHAT SHOULD I DO IF I DO NOT RECEIVE MY FUNDS IN THE REGULAR TIMEFRAME? ▼

HOW DO I RECEIVE MY ACCOUNT STATEMENT OR MY INVOICE? ▼

HOW DO I GET BILLED FOR THE PROVIDED SERVICES? ▼

WHAT TO DO IF MY TERMINAL DISPLAY SHOWS 'CALL' OR 'CALL CENTRE'? ▼

WHO SHOULD I CONTACT FOR SUPPORT IN BECOMING PCI DSS COMPLIANT? ▼

HOW EASY IS IT TO COMPLETE PCI VALIDATION USING SIMPLE PCI DSS? ▼

MY BUSINESS HAS MULTIPLE LOCATIONS, IS EACH LOCATION REQUIRED TO CERTIFY? ▼

EVO Payments International GmbH, Branch UK, trading as Card Pay from the AA is licensed by the Federal Financial Supervisory Authority BaFin (Bundesanstalt für Finanzdienstleistungsaufsicht) in Germany and is regulated by the Financial Conduct Authority (No. 656608).